


Inside Seven

SEPTEMBER 2000

 DISTRICT 7 EMPLOYEE NEWSLETTER

GRAY DAVIS, GOVERNOR

MARIA CONTRERAS-SWEET, SECRETARY OF BUSINESS, TRANSPORTATION AND HOUSING AGENCY

JEFF MORALES, DIRECTOR

A SOUND DECISION!

CEREMONY ANNOUNCES GOVERNOR'S PLEDGE TO BUILD SOUNDWALLS

A July 21 ceremony in Van Nuys marked the official announcement by Governor Gray Davis' administration to complete 63 freeway soundwalls across California as part of an effort to improve the quality of life for California residents. The event was held near a future soundwall to be located in the vicinity of the San Diego Freeway (I-405) near Victory Boulevard. Speaking to some 25 guests, California Business, Transportation and Housing Secretary Maria Contreras-Sweet pledged to fund and complete the longstanding California Freeway Soundwall Program. Some of the soundwalls were originally promised when the freeways were built. Governor Davis said, "Californians living near those freeways have put up with enough delay. Now, after more than a decade, these soundwall projects will result in dramatically improved quality of life for people in neighborhoods alongside many of the State's main arteries."

The California Legislature originally approved the soundwall projects in 1989 as part of a transportation initiative. Unfortunately, construction funds were diverted to earthquake retrofitting of bridges following the Loma Prieta and Northridge Earthquakes.

Addressing guests from the podium, Secretary Contreras-



Making a sound impression! Writing their names in a future soundwall are, left to right: Caltrans Director Jeff Morales; Assembly Speaker Robert Hertzberg; Secretary of Business, Transportation and Housing, Maria Contreras-Sweet; Los Angeles County Supervisor Zev Yaroslavsky; and Senator Richard Alarcón. A member of the media records the event.

Sweet said, "The residents living near these free-ways have been more than patient. A promise made is a promise kept and the time is long overdue to finish construction of these soundwalls." Soundwalls help to ease the effects of noise generated by nearby freeway traffic and help reduce current and future freeway noise to within state and federal standards

at immediately adjacent residential properties.

Joining Secretary Contreras-Sweet was Jeff Morales, Caltrans Director. Also on hand were state and local elected officials including Senator Richard Alarcón; Assembly Speaker Robert Hertzberg; Los Angeles County Supervisor Zev Yaroslavsky; California Transportation Commission (CTC) Chairman James W. Kellogg; and CTC Commissioner Roger Kozberg. Showing collective support, they joined Secretary Contreras-Sweet and Director Morales in signing their names and placing their handprints in a ceremonial concrete foundation which will be placed in a future soundwall. Also present were local residents and members of the media.

Responding to the Governor's request, the CTC allocated \$226 million to begin construction on the 63 soundwall projects within two years. Combined, the projects will total 58.2

continued on page 7



THE DIRECTOR'S CHAIR

District 7 was delighted to host a recent ceremony in Van Nuys announcing Governor Gray Davis' commitment to fund \$226 million in soundwall construction. Maria Contreras-Sweet, Secretary, Business, Transportation and Housing Agency and Jeff Morales, Caltrans Director, joined officials from the California Transportation Commission (CTC), as well as local elected officials to publicly announce the good news. I would like to thank Secretary Contreras-Sweet and Director Morales for their participation at this important ceremony, as well as for their leadership and dedication to Governor Davis' pledge to help improve the quality of life for residents and motorists in California.

I would also like to extend my appreciation to our transportation partners, CTC members James Kellogg, Chairman, and Roger Kozberg, Commissioner, for their presence and involvement at the ceremony and for their ongoing support of these and other important Caltrans improvement projects. In addition, my thanks to local elected officials showing their support at the event, including Senator Richard Alarcón, Assembly Speaker Robert Hertzberg and Los Angeles County Supervisor Zev Yaroslavsky.

District 7's soundwall program, particularly in Los Angeles County, is the largest soundwall program in the state. To help complete the upcoming projects on an accelerated basis, District 7 is brokering some design work to District 6 in Fresno, which was able to acquire additional staff, whereas District 7 had space constraints. District 7 and its project managers will work closely with other functional units here and in District 6 to provide support to facilitate the soundwalls in an accelerated manner to the public. We, along with District 6, are dedicated to the governor's pledge to deliver these soundwall projects as expeditiously as possible. Many thanks to District 6 for their help and dedication.

On behalf of District 7, I welcome Caltrans Director Jeff Morales to California. I was fortunate to have recently met with the Director. I am very impressed with his knowledge of California, transportation in general, and that he possesses the ability to grasp the transportation issues that exist, particularly in the Los Angeles area. He emphasizes reducing congestion by utilizing rail, city streets and county facilities in concert with our freeways to ease con-

gestion throughout the corridors adjacent to the freeways. I look forward to working with Director Morales as we strive to improve mobility of people, goods and services throughout California.

I would like to take a moment to offer thanks to all the "actings" that we have had throughout the past several months in the District, including Doug Failing, Acting Chief Deputy since this past March. Acting for Doug on a rotating basis as Division Chief, Design, were Office Chiefs Bill Reagan, Branch A; Peter Hsu, Branch B; Mike Perovich, Branch C; and Karen Fong, Branch D. Also thanks to Raja Mitwasi, Acting District Division Chief, Program and Project Management. Raja's position as Division Chief, Planning was filled on a monthly basis by Office Chiefs James McCarthy, Public Transportation, Rail and Storm Water Coordination; Ron Kosinski, Environmental Planning; Mel Hodges, Project Studies; Sam Alameddine, Environmental Engineering and Feasibility Studies; and Zahi Faranesh (who has since left Caltrans). In the near future, we hope to fill the acting positions on a permanent basis. Each "acting" has taken their temporary position seriously and worked as if it were their own. It gave them each a chance to perform in a position at the division chief level, thus affording them an opportunity for training and a hands-on learning experience for the future, participation in higher level meetings, answering correspondence and an opportunity to deal with issues not normally handled by the office chief. Thanks to all for a great job and for rising to the occasion!

For many months, District 7 prepared for the Democratic National Convention (DNC) at the Staples Center in Downtown Los Angeles. With the Center in the heart of the city, our teams of transportation professionals worked in partnership with the City of Los Angeles' Democratic National Convention Committee and the California Highway Patrol to make certain that the traffic flow in the Los Angeles area continued normally throughout the convention. My thanks to Mike Miles, Division Chief, Maintenance and his staff led by Project Manager Joon Kang; and Frank Quon, Division Chief, Operations and his Traffic Management staff led by Ray Higa, for their unwavering efforts in preparation for the convention, including special sign crews and detailed traffic management plans. As I have said before, the quarterback throws the ball but the team gets the job done. Thanks to all of the District 7 teams involved in each and every aspect of transportation management for the DNC for their untiring support and dedication to the motoring public. •

ROBERT W. SASSAMAN
District Director



A top-notch team of Help Desk helpers. Left to right, front row seated: Michael La Beau, Analyst; Richard Decker Data Processing Manager II. Left to right others: Chun-Mei Chang, Analyst; Kathy Lieu, Analyst; Sahel Alleyasin, Analyst; Steve Troung, Analyst; Dale Malensek (rear), Analyst; Sylvia Morales, Analyst; Parul Engineer, Analyst; Tim Luong (rear) Analyst; Queen Smith, Manager II, Data Processing; Frank Enriquez (rear), Student Assistant; Greg Panos, Analyst; Franklin Windom, Student Assistant; Mike Martin (rear), Analyst; and Steve Tanori, Student Assistant.

New Help Desk System Now In Use

By Queen Smith, Data Processing Manager II,
Information Services Help Desk and Desktop Support

The Information Services Help Desk implemented an automated call distribution system in January 2000. Calls to the Help Desk are now routed to available Analysts. If all Analysts are busy assisting customers, calls are placed in a queue with music until the next Analyst is available. Calls in the queue are forwarded to the Help Desk voice mail systems after five minutes and new calls are forwarded directly to voice mail when the existing queue reaches six calls.

The new telephone system is designed to improve the customer's ability to contact the Help Desk and speak to Analysts regarding computer and network-related problems. The system eliminates getting a busy signal, reduces the number of disconnected calls and reduces the use of the voice mail system.

The automated call distribution system provides useful call center management information statistics. The statistics identify service level requirements and Help Desk staffing needs.

During the first six months, over 15,000 calls were placed to the Help Desk (897-1690, 897-1691 and 897-0033). Help Desk Analysts answered

10,098 calls. Seventy-five percent of the calls were answered within 24 seconds or four rings. Callers abandoned 400 calls while in the queue. Statistics show that 75% of calls were abandoned within 24 seconds. It is likely that some callers chose to hang up and call at another time to avoid waiting in the queue.

Analysts spend an average of three minutes per call assisting callers to resolve problems over the telephone. Peak call hours are 7:30 a.m. to 10:30 a.m., and 12:30 p.m. to 2:00 p.m. The customer wait time often increases during these hours.

The Help Desk telephone is usually staffed by a minimum of two Analysts from 6:30 a.m. to 11:00 a.m., and 12:30 p.m. to 4:30 p.m. One Analyst is available from 11:00 a.m. to 12:30 p.m., and from 4:30 p.m. to 5:00 p.m.

The Desktop and Systems Support Analysts answer the Help Desk telephone, as well as respond to problems reported to the Help Desk. They are most knowledgeable in resolving computer and network problems and are skillful at solving such problems over the

continued on page 7



Equal Opportunity Corner

The Title VI Program

By Dorothy Osakwe, Equal Opportunity Officer

WHAT DOES TITLE VI MEAN TO CALTRANS DISTRICT 7?

Many employees recently attended Title VI training hosted by District 7. The Equal Opportunity Office has received positive feedback regarding the beneficial nature of the training, which was designed to provide the participants with a general background and exposure to the Title VI Program. We would like to take this opportunity to expand upon some of the concepts presented at the training and discuss what Title VI means to District 7 and its 2,600 employees.

HISTORICAL OVERVIEW

Title VI is a statute provision of the 1964 Civil Rights Act. It prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal Government financial assistance. Specifically, Title VI (Sec. 601) of the Civil Rights Act provides:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Prior to the enactment of Title VI, various Executive Orders attempted to ensure that federal funds were not used to finance discrimination. These orders prohibited racial discrimination in the armed forces, in employment by federally funded construction contractors and in federally assisted housing.

President John F. Kennedy identified "simple justice" as the justification for Title VI, when he called for its enactment. President Kennedy stated that, "Simple justice requires that public funds, to which all taxpayers of all races con-

continued on page 4

EEO Corner

continued from page 3

tribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination. Direct discrimination by Federal, State, or local governments is prohibited by the Constitution. But indirect discrimination, through the use of Federal funds, is just as invidious; and it should not be necessary to resort to the courts to prevent each individual violation."

During the course of congressional consideration, Title VI was one of the most debated provisions of the Civil Rights Act. However, after more than a year of hearings, analyses and debate, President Lyndon Johnson signed the entire Act into law on July 2, 1964.

To address Environmental Justice in minority and low-income populations, in 1994 Presidential Executive Order 12898 was enacted. This order provides:

"Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."

THE DISTRICT 7 AND TITLE VI PROGRAM PARTNERSHIP

To ensure compliance with Title VI, the utilization of and access to all departmental programs, services or benefits derived from any Caltrans activity will be administered without regard to race, color, or national origin. Through its Title VI Program, Caltrans plans to increase public involvement of underrepresented communities through recruitment, retention and representation at the earliest stages of the planning process and continuing throughout the entire phase of the project. To meet this objective, Caltrans prohibits all discriminatory practices, which may result in:

- Denial to an individual of any service, financial aid or benefit provided under the program to which he or she may be otherwise entitled.
- Different standards or requirements for participation.
- Segregation or separate treatment in any part of the program.

- Distinctions in quality, quantity or manner in which the benefit is provided.
- Discrimination in any activities conducted in a facility built in whole or part with federal funds.

Moreover, in compliance with Presidential Executive Order 12898 on Environmental Justice, Caltrans will:

- Avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- Ensure the full and fair participation by all communities including low-income

and minority populations in the transportation decision-making process.

- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income population.

DISTRICT 7 BEARS RESPONSIBILITY TO TITLE VI

In addition to the above-referenced points, Caltrans' District 7 appreciates and recognizes that district operation personnel bear responsibility regarding activity or service related to the following functional program areas:

continued on page 7



Quality In The Division Of Maintenance

By Herby Lissade, Senior Transportation Engineer, Office of Maintenance Engineering Support

Quality is synonymous with excellence, superiority, class, eminence, value and worth.

In the Division of Maintenance, quality is very important. Usually the only contact that the traveling public has with Caltrans is through Maintenance field personnel. We want to make sure that we are providing the traveling public, our customers, with a facility that meets or exceeds their expectations. We do this through a Quality Program. We break that down into three areas:

VISION

"To be the World Leader in Maintaining a Safe and Efficient Highway System."

Through the efforts of dedicated and skilled employees we will always:

- Put employee and public safety first.
- Protect the public's investment by doing the right thing at the right time.
- Enhance the quality of travel.
- Be recognized for our professionalism, innovation and responsiveness.

MISSION

The Maintenance Program's mission is to protect public safety and preserve California's Highway System by maintaining and repairing the system, and responding to emergencies so travelers and goods reach their destination safely and efficiently.

VALUES

In the Division of Maintenance we value our workforce and the teamwork behind it. We know what our customers' time is worth. We value their opinions and needs. We stand behind our commitments. We value our environment. We understand that our infrastructure is a financial resource that helps fuel the state's commerce and economy. Finally, we believe in innovation, which is a product of continuous improvement and quality.

The race for quality has no finish line. It's a never ending road that we plan to always follow.

Caltrans And Traffic Reporters: Partners In Traffic Management

Jeff Baugh, distinguished and well-known traffic reporter who broadcasts live from KFWB Radio Jet Copter 980, treated the Division of External Affairs staff meeting with an informative presentation on traffic reporting in greater Los Angeles. Known for his outstanding live, on-the-air traffic reports every 10 minutes as he flies over Southland freeways, Baugh, a 14-year veteran, discussed the importance of the team effort between Caltrans and local traffic reporters to keep California motorists on the move.

Baugh was then kind enough to give two Transportation Management Center (TMC) Operators a real "bird's eye view" of his morning traffic report by offering to take them on an exciting ride-along. On August 11, David Lao and Anthony Nunez, boarded the famed Jet Copter 980 at the Caltrans helipad, and off they were whisked for a thrilling two-hour survey of morning rush-hour for an up-close-and-personal perspective of the airborne reporter's point of view.

With expert pilot Aldo Bentivegna at the



Partners in Traffic Management. After a thrilling two-hour ride-along during morning traffic report with Jeff Baugh, veteran traffic reporter from KFWB Jet Copter 98, (left), Caltrans TMC Operators David Lau (center) and Anthony Nuñez (right) are brought back down to earth for a safe landing atop the Caltrans helipad.

controls, the four were up, up and away to observe Southern California commuters from high in the Los Angeles sky. Included was a breathtaking peak at beautiful Pacific Coast Highway (1) on a California summer morning while checking for traffic tie-ups. Today's report: smooth sailing.

Lau said one thing he learned is that there is much more to reporting traffic than just broadcasting it. He said while Baugh is busy making visual assessments, he is also constantly receiving information

from his home office at Metro/Shadow traffic in Downtown Los Angeles. From moment to moment there is no telling where an incident will take them. At the same time he receives data from several other sources while monitoring California Highway Patrol (CHP), police and fire scanners and the Freeway Service Patrol — not to mention broadcasting an updated traffic report every ten minutes. All the while, Tom Story, Baugh's partner and veteran traffic reporter, broadcasts from an additional aircraft — all in a monumental effort to keep commuters moving.

Lau added, "Jeff performs quite a juggling act to keep traffic flowing and we were among the fortunate few to see it all in action." And after his first trip in a helicopter, Nunez said, "I thought it might be a bumpy ride but it was very smooth. David and I really appreciated the rare opportunity to ride along with Jeff, and we thank him for extending the invitation to us."

Caltrans District 7 always appreciates the hard work and dedication of the Los Angeles area traffic reporters. Many thanks to Metro/Shadow Traffic and Jeff Baugh for sharing his extensive knowledge with External Affairs and for giving Caltrans employees the rare opportunity to study traffic from his perspective; and also to Aldo Bentivegna for the smooth ride. It is always a pleasure for Caltrans to team with Los Angeles traffic reporters, our vital partners in traffic management. •



A behind-the-scenes lesson on traffic reporting, as Jeff Baugh addresses members of the External Affairs Division staff meeting. Left to right: Jeff Baugh; Joe Brazile, Jeanne Bonfilio and Irma Lopez from Media Relations/Public Affairs; Duncan McIntosh, Chief, Graphic Arts; and Deborah Robertson, Division Chief, External Affairs.



Honor graduate. Richard Tran, left, receives hearty congratulations from supervisor, Milton Watanabe, on receiving his outstanding Honor Graduate recognition.

Civil Engineer Richard Tran Graduates With Honors

Richard Tran, Civil Engineer, Project Development, Branch A, recently graduated with honors from Cal State Long Beach. Tran has the distinction of being the only civil engineering student who was honored with a special certificate as an outstanding Honor Graduate in recognition of his exemplary academic performance in civil engineering.

An employee with Caltrans since January, 2000, Tran said one of the noteworthy projects he has worked on over the past eight months is the Golden State Freeway (I-5) High Occupancy Vehicle (HOV) lane from Rosecrans Boulevard to the Orange County line. Some of his detailed work involves bridge site plans, cross-sections and as-builts. His responsibilities include ensuring that the designs are accurate, as well as involvement in verification of horizontal and vertical alignments.

Tran is a member of the American Society of Civil Engineers and the Golden Key National Honor Society. In addition he placed on the Dean's List every semester. For one year he also earned a spot on the President's List for academic achievement of over a 3.75 grade point average. Milton Watanabe, Senior Transportation Engineer, Project Development Branch A, said, "From the first day I met Richard, I felt that he was a special person. Therefore, I was not too surprised when he received such a high honor from his graduating class. We are very fortunate to have him at Caltrans."

Tran said, it has been a pleasure for him to start his career at Caltrans, where he said he found many opportunities to enhance what he learned in school. He also said what he has learned at Caltrans has made him more confident in engineering practices. He also wants to thank Watanabe, as well as his coworkers for their help and guidance. He said, "Special thanks to Milton Watanabe for his expertise and advice. He has helped me develop my skills as a design engineer. And thanks to my colleagues

in my squad for all their support."

Caltrans is indeed fortunate to have such an outstanding civil engineer with a bright future ahead of him. Congratulations and best wishes to Richard Tran! •



Soundwall Event - At podium, Caltrans Director Jeff Morales addresses guests at soundwall ceremony, including, from left to right: CTC Commissioner Roger Kozberg; CTC Chairman James Kellogg; Agency Secretary Maria Contreras-Sweet; Assembly Speaker Robert Hertzberg; County Supervisor Zev Yaroslavsky; and Senator Richard Alarcón.

Student Assistant Wins Scholarship!

Congratulations to Erika Gallo, Student Assistant, Media Relations/Public Affairs for winning a valuable \$500 scholarship from the California Transportation Foundation (CTF). Officials from the CTF said they were extremely impressed with Gallo's inspiring résumé. Gallo, who was featured in the cover story of last month's *Inside Seven* newsletter, is graduating this December. She said she plans on using the scholarship to help fund her continued studies as she pursues a graduate degree in public administration. She said, "I am so proud and pleased to have been awarded with this generous scholarship. I would like to thank Media Relations/Public Affairs for their guidance and support, and especially to the CTF for helping me to realize my goals. I am very grateful." •



Erika Gallo proudly displays her generous \$500 scholarship from the California Transportation Foundation.



A Concrete Alliance. Left to right: Jim Hansen, Area Superintendent; Barbara Cisneros, Mtce. Leadworker; Ken Simon, Landscape Worker; Mike Jones, Equipment Operator; Tony Alvarez, Equipment Operator; Bob Best, Equipment Operator; Mark Morris, Landscape Mtce. Leadworker; Secretary Maria Contreras-Sweet; Gary Dragicevich, Mtce. Supervisor; Director Jeff Morales; Juan Fonseca, Service Assistant; Greg Lilly, Mtce. Supervisor; District 7 Director, Robert W. Sassaman; Mario Gutierrez, Mtce. Worker; Wayne Johnson, Mtce. Manager I; Carlos Gamboa, Equipment Operator; and CTC Chairman James Kellogg.

Soundwalls

continued from page 1

miles of soundwalls in 13 counties across California. Currently, California has 575 soundwalls, including 400 miles in Caltrans District 7 alone encompassing Los Angeles and Ventura counties. •

EEO Corner

continued from page 4

Administrative Services Office of Procurement and Contracts; Aeronautics; Business Enterprise Program; Construction; Design and Local Programs; Environmental Program; Highway Maintenance; Mass Transportation; New Technology and Research; Office Engineer; Office of Local Programs; Project Management; Rail; Transportation Planning; and Right of Way.

If you have any questions regarding the Title VI Program, please contact Dorothy Osakwe, Equal Opportunity Officer, at (213) 897-8494. You may also contact the Caltrans Civil Rights Program, Office of Equal Opportunity at (916) 654-3656. •

Help Desk

continued from page 3

telephone with the caller's assistance.

Problems may also be reported by sending a Lotus Notes message to Dist07 Helpdesk or in person at the Help Desk office located in room 141. Visit the Information Services web page in the Division of Resource Management at <http://t7www/> for information and Help Desk solutions.

For additional information, please contact the Help Desk at (213) 897-1690/91. •

Bits & Pieces.....

A large variety of Caltrans souvenirs are available for purchase from the California Transportation Foundation (CTF). Sales benefit the Caltrans Historic Preservation Program. Items for sale include: *One Hundred Years of Progress* book (\$15); *Historic Bridges of California* book (\$20); *Caltrans Then and Now* video (\$10); *Bridging the Bay* video (\$12); Caltrans globe paper weight (\$4); Caltrans pen and pencil sets (\$10); Caltrans lapel pins (\$5); Caltrans lapel pins with years of service (\$5); centennial lapel pins, bronze (\$3); poppy pins (\$3); embroidered patches, poppy (\$1.50); centennial bumper stickers (\$0.50); centennial stickers (\$0.25); surveyor posters (\$2); centennial philatelic covers, several styles (\$0.50); blue coffee mugs with poppy (\$6); Division of Highways stickers (\$0.50); printing plate paper weights (\$2); Caldecott tunnel bond certificates (\$5) and etched crystal paper weight (\$60).

A new sales brochure is being printed. The CTF has a web site where some of these items can be found. (Please note: Some items on the web site may be out of date). For additional information, log on to <http://www.mother.com/~tavenier/ctf/ctfitems.html>, or contact Norm Root, CTF, at (916) 227-8208 or Calnet 8-498-8208. Buying a souvenir helps support the important Caltrans History Preservation Program!

Caltrans was saddened to learn of the recent death of Caltrans retiree Ruth U. Sellers, 88, of Canon City, Colorado. Sellers graduated from high school in New Mexico in 1925 as Valedictorian. After a first marriage ended in divorce, she married Louis Stanley Sellers in 1963 and obtained work with Caltrans where she advanced rapidly. She retired from an engineering career in 1976 and relocated to Grand Junction, Colorado where she was the proprietor of the Uranium Motel. She took her final retirement in 1980 and spent the last years with her beloved sons until failing eyesight restricted her activities. She lived independently in her own home with her cats and died peacefully in her own bed. The family would like those who wish to remember Ruth Sellers in a special way to plant a rosebush in her memory. Caltrans sends its sincere condolences to the Sellers family.

What's **Cookin' At Caltrans**

SENSATIONAL SUMMER SIPPERS

From *Top Secret Restaurant Recipes*



Cinnabon's Strawberry Lemonade

2 cups water	1/2 cup lemon juice from 3-4 fresh lemons
1/2 cup sugar	2 tablespoons Hershey's strawberry syrup

Mix ingredients together in pitcher. Serve over ice. Makes two drinks.

Houlihan's Houli Houli Fruit Fizz

1 23-ounce can cold Sprite	1/2 cup cold pineapple juice
1/2 cup cold orange juice	1 cup cold cranberry juice

Combine all ingredients in a pitcher and pour into two glasses over ice. Be sure all ingredients are cold when combined.

The Big Kahuna

As seen on *Live with Regis and Kathie Lee*

1 banana	1 scoop coffee ice cream
2 ounces milk	1 cup ice
2 ounces espresso decaf coffee (strong)	

Blend all. Top with whipped cream, nutmeg, cinnamon and chocolate chips.

Inside Seven

IS PUBLISHED BY THE
CALIFORNIA DEPARTMENT OF TRANSPORTATION
DISTRICT 7 • EXTERNAL AFFAIRS UNIT
120 SOUTH SPRING STREET • ROOM 100
LOS ANGELES, CALIFORNIA 90012
(213) 897-4867 • FAX (213) 897-3836
<http://www.dot.ca.gov/dist07/>

EDITOR JEANNE BONFILIO
MEDIA RELATIONS CHIEF MARGIE TIRITILLI
STAFF WRITERS PAT REID
..... IVY ESTRADA
GRAPHIC SERVICES MONICA MURILLO
PHOTOGRAPHY STEVE DeVORKIN
PRINTING INTAGLIO
DISTRIBUTION IRMA LOPEZ



GRAY DAVIS
Governor

MARIA CONTRERAS-SWEET
Secretary - Business, Transportation and Housing Agency

JEFF MORALES
Director - California Department of Transportation



PRINTED ON RECYCLED PAPER